

Transcript: VICTORIA

Taylor-5263314589794304-5268321414365184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Um, hi Victoria. Um, I was just trying to get the medical side of the Benefits Center Card, um, because I got vision and dental but I never got, like, medical. Okay. Uh, what's the name of the agency you work for? Um, Surge Staffing in Fort Payne, Alabama. And the last four of your Social? 45555. Okay. And, uh, your first and last name? First name is Devonta, D-E-V-O-N-T-A. Last name is Spidell, S-P-I-D-E-L-L. Do you mind, uh, verifying your address and date of birth? Um, 116 1st Avenue, Rainsville, Alabama, 35986 and my date of birth of January 3rd, 1995. And then phone number 256-267-0841? Yes, ma'am. Okay. Email's going to be first and last name 2023 at gmail.com? Yes, ma'am. Okay. I see that you're actually enrolled into the, uh, VIP Standard Medical Plan. Are you just needing the ID card for that? Yes. Um, should I be enrolled into a different one? Uh, I mean, unless you wanted a different one. Um, yeah, and I did have another question. Um, which, which, um, plan would it be better for someone who's a diabetic? So that I can't really answer because I'm... We're just your benefits administrators, so I don't even know the specific coverage details for diabetes under the medical plan you have. That's something you'll have to verify with the insurance coverage if it is something that it even covers. Um, but I'm looking at your eligibility and it looks like your personal open enrollment period ended on the 12th of October. Mm-hmm. So we wouldn't be able to upgrade it, um, until the company's open enrollment period starts. Okay. Yeah. But if you wanted to reach out to the insurance carrier directly to verify the coverage, if any, for di- Mm-hmm. ... uh, diabetes, I can give you their number. Okay. Um, so it's going to be. One moment, please. Sure. Okay, I'm ready. So it's going to be for American Public Life. Okay. And their phone number is 800-256- Mm-hmm. 800 what? 256. 256. Yep. And then 8606. 8606. Thank you. Mm-hmm. You're welcome. Um, and just... I, I can look up your ID card and email it to you, but do you need your dental or vision ID card or do you already have those? Um, it would be fine to just email all of it. That way I could have it saved on my phone just in case. Okay. Will do. Thank- Was there anything else you needed? Thank you so much. No, ma'am, that was all I needed. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, hi Victoria. Um, I was just trying to get the medical side of the Benefits Center Card, um, because I got vision and dental but I never got, like, medical.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, Surge Staffing in Fort Payne, Alabama.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 45555.

Speaker speaker_1: Okay. And, uh, your first and last name?

Speaker speaker_2: First name is Devonta, D-E-V-O-N-T-A. Last name is Spidell, S-P-I-D-E-L-L.

Speaker speaker_1: Do you mind, uh, verifying your address and date of birth?

Speaker speaker_2: Um, 116 1st Avenue, Rainsville, Alabama, 35986 and my date of birth of January 3rd, 1995.

Speaker speaker_1: And then phone number 256-267-0841?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Email's going to be first and last name 2023 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I see that you're actually enrolled into the, uh, VIP Standard Medical Plan. Are you just needing the ID card for that?

Speaker speaker_2: Yes. Um, should I be enrolled into a different one?

Speaker speaker_1: Uh, I mean, unless you wanted a different one.

Speaker speaker_2: Um, yeah, and I did have another question. Um, which, which, um, plan would it be better for someone who's a diabetic?

Speaker speaker_1: So that I can't really answer because I'm... We're just your benefits administrators, so I don't even know the specific coverage details for diabetes under the medical plan you have. That's something you'll have to verify with the insurance coverage if it is something that it even covers. Um, but I'm looking at your eligibility and it looks like your personal open enrollment period ended on the 12th of October.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So we wouldn't be able to upgrade it, um, until the company's open enrollment period starts.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. But if you wanted to reach out to the insurance carrier directly to verify the coverage, if any, for di-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, diabetes, I can give you their number.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so it's going to be.

Speaker speaker_2: One moment, please.

Speaker speaker_1: Sure.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: So it's going to be for American Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: And their phone number is 800-256-

Speaker speaker_2: Mm-hmm. 800 what?

Speaker speaker_1: 256.

Speaker speaker_2: 256.

Speaker speaker_1: Yep. And then 8606.

Speaker speaker_2: 8606. Thank you.

Speaker speaker_1: Mm-hmm. You're welcome. Um, and just... I, I can look up your ID card and email it to you, but do you need your dental or vision ID card or do you already have those?

Speaker speaker_2: Um, it would be fine to just email all of it. That way I could have it saved on my phone just in case.

Speaker speaker_1: Okay. Will do.

Speaker speaker_2: Thank-

Speaker speaker_1: Was there anything else you needed?

Speaker speaker_2: Thank you so much. No, ma'am, that was all I needed. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.